

## **JOB DESCRIPTION**

**JOB TITLE:** Park Team Leader (Rides & Play Areas)

**DEPARTMENT:** Rides & Play Areas

**RESPONSIBLE TO:** Directors & Operations Managers

**WAGE:** Discussed at Interview Stage

### **JOB PURPOSE:**

To lead and be part of a team which ensures the safe, efficient running of a ride or play area, optimising staff performance and customer satisfaction.

### **CONDITIONS:**

Woodlands is a busy 100acre Leisure & Caravan Park. There are Team Leaders in each of the main areas of the Leisure Park: Watercoaster ride, Toboggan ride, Empire of the Sea Dragon Indoor Play Area and the Masterblaster/Circusdrome Play Area. This is very much a hands-on job with the Team Leader working as part of the team. The number of staff manning each area varies according to the time of year. The Leisure Park is at its busiest during the main summer months, particularly the Easter, Whitsun & Summer school holidays. The Team Leaders work closely with the Operations Manager, Assistant Operations Managers and other staff.

### **HOURS:**

The hours vary according to the time of year to ensure the smooth operation of the Park. The start time is approximately 8.30/9.00am and the finish time is 5.00/5.30 pm at quiet times, 6.00/6.30 pm in the summer season. Wages can be discussed at the interview stage as would depend on experience and suitability. Due to the nature of the Tourism Industry it is important that all staff have a flexible approach to their work and be prepared to work Bank Holidays and a weekend day. There are a total of 28 days holiday per year, holidays cannot normally be taken during the school holidays or on Bank Holidays as these are our busiest times. There is not an overtime rate of pay. There is a half an hour lunch break. When the Leisure Park is open there is the opportunity to purchase food for lunch with a 50% discount.

### **SKILLS:**

1. The ability to communicate with staff and members of the public.
2. Excellent customer care skills.
3. The ability to work as part of a team.
4. Common sense and initiative.
5. Experience in a similar role or supervisory capacity would be beneficial, however full training will be given.
6. Good organisational skills.
7. Methodical approach with good attention to detail.
8. Cheerful, confident personality with a 'can-do attitude'.
9. Able to work flexible hours.
10. The ability to remain calm and level headed in demanding situations.

### **WORK TASKS/DUTIES**

1. To prepare the ride/play area/attraction ready for the day ahead, carrying out all checks and cleaning required (training on Health & Safety issues will be given).
2. Reporting any faults found in the equipment.
3. Organising lunch breaks and delegating tasks to members of staff to ensure the smooth operation of the area.
4. Monitoring staffing levels and performance in the area, rectifying problems and liaising with the Operations Managers.
5. Implementing and enforcing the ride/play area's height restrictions, guidelines and rules of operation with the staff and the public.
6. Helping members of the public and dealing with challenging behaviour and complaints.
7. Supervising the play equipment/operating the ride.
8. Carrying out the closing down procedure and cleaning at the end of the day.
9. Other duties that may arise.